

YOUR GUIDE

Here's how to start.

Installation, communication, buy & read: in nine steps.

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This guide is also available as a PDF (4 MB). How an article is bought inside an AI assistant is set out on a page of its own.

Installation

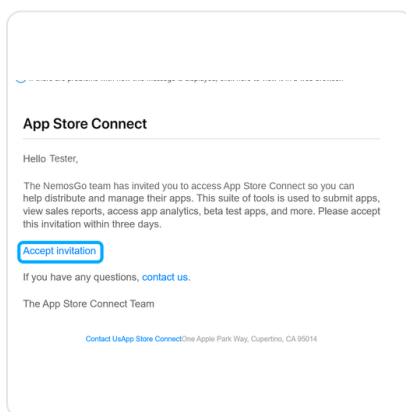
1 · Accept the invitation & install the app

You receive **two** invitation emails to your Apple Account email. **Be sure to open and accept both directly on your iPhone:**

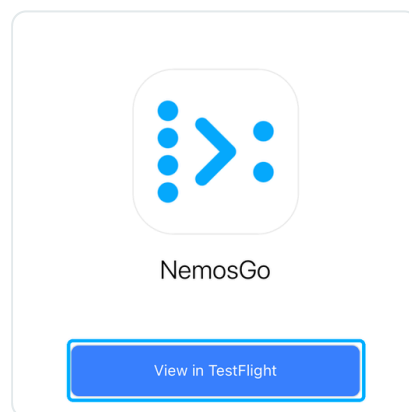
1. From **“App Store Connect”** (sender no_reply@email.apple.com) → “Accept invitation”. This first email is easy to miss and sometimes lands in **spam**, so please check there too.
2. From **TestFlight** (Apple; sender ends in @email.apple.com) → “View in TestFlight”. If you don’t have TestFlight yet, quickly download it free from the App Store.

Then tap **“Install”** in TestFlight, and the NemosGo app downloads.

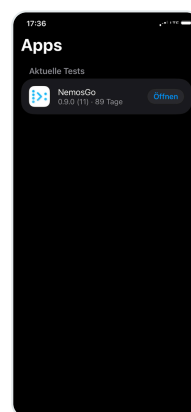
Note: we send the invitations by hand, so they may take a while.



1 · App Store Connect



2 · TestFlight

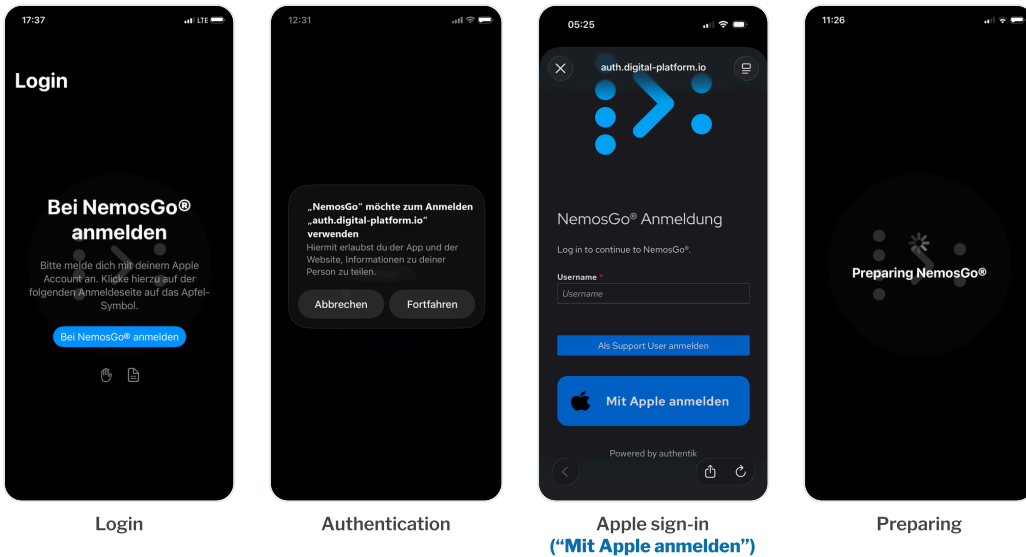


Install

2 · Sign in to NemosGo

Open NemosGo and sign in with your **Apple account**:

1. Tap **“Login”**.
2. Start **authentication**.
3. Tap **“Mit Apple anmelden”** (Sign in with Apple) **within about 25 seconds**, otherwise an error appears (then close the app and restart it).
4. Wait briefly for the **setup** to finish.



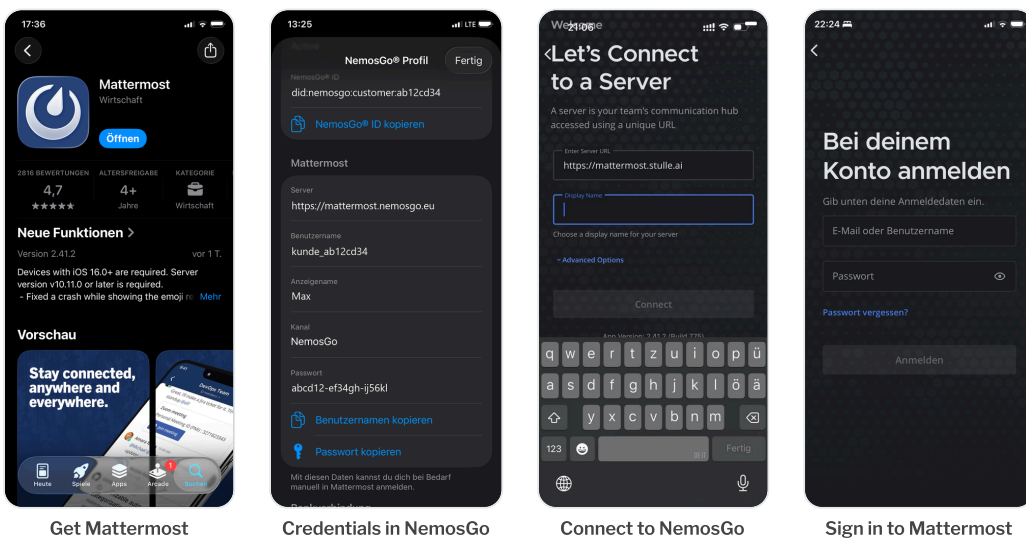
Important: NemosGo needs access to the **camera** to scan the QR codes. Please **allow** it when prompted, otherwise paying by QR code won't work.

Communication

3 · Set up Mattermost

Set up in three steps:

1. Download the free **Mattermost app** from the App Store.
2. Find your credentials in the NemosGo app under **“Personal View”** (via the profile icon, top right), with a copy function.
3. Enter server, username and password into the Mattermost app via **copy & paste**. *Tip: long-press the field to paste.*



Once set up, you have a choice: use Mattermost as usual via the **Mattermost app**, or directly in the **NemosGo app** via the **“NemosGo”** tab with the messages icon in the bottom bar.

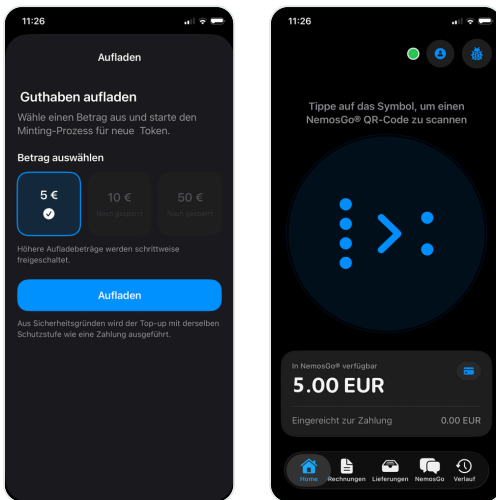
Missing the credentials in the NemosGo app? Just drop us an email and we'll help.

How a purchase works

From credit to receipt. The actual purchase is just **three steps**, on your iPhone as on your computer. Everything else is a general function of the NemosGo app.

4 · Top up credit

Top up your credit in the app once; it then covers many purchases. The **IBAN is a required field**. In the test the example IBAN **DE89 3704 0044 0532 0130 00** is enough, and nothing is debited. 5 euros of test credit are preselected.



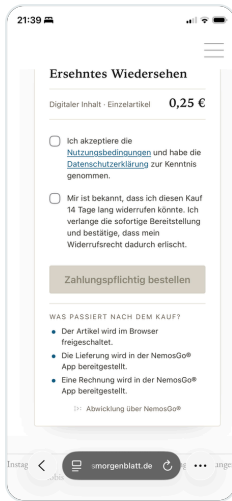
Credit

Top up

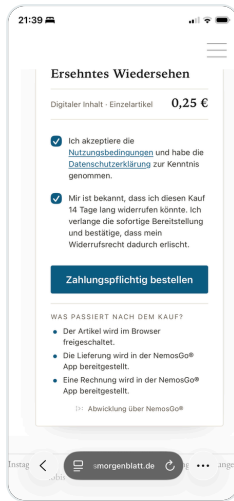
5 · The purchase in three steps

You buy the article in your browser: open the provider's page and pick a piece. The first two steps, **article & contract** and **place the binding order**, are the same on iPhone and computer. Only **payment** differs: on iPhone you tap the blue *"Pay in the NemosGo® app"* button, on the computer you scan the **QR code** with the NemosGo app.

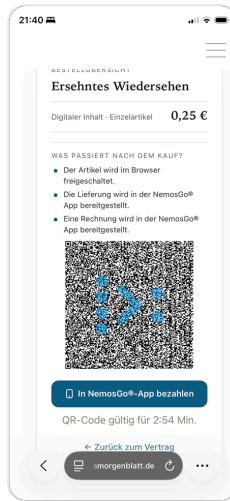
ON IPHONE: VIA PAY LINK



Article & contract



Order

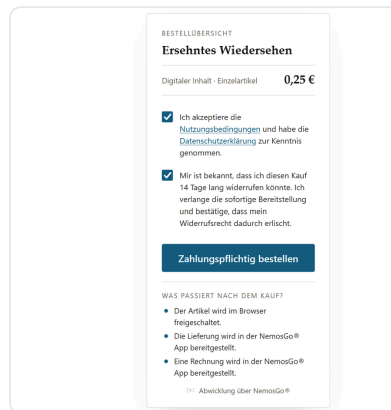


Tap pay link

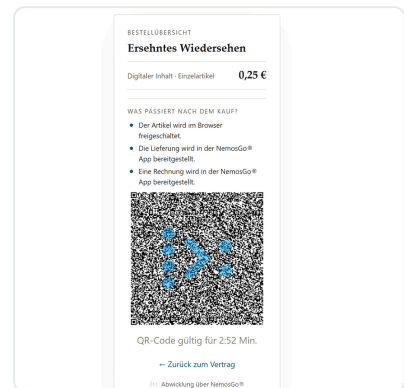
ON THE COMPUTER: VIA QR CODE



Article & contract



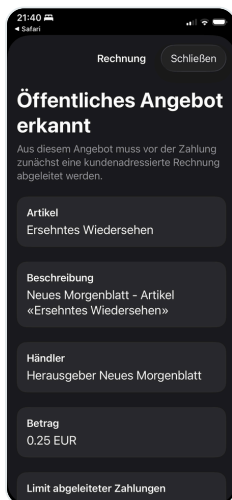
Order



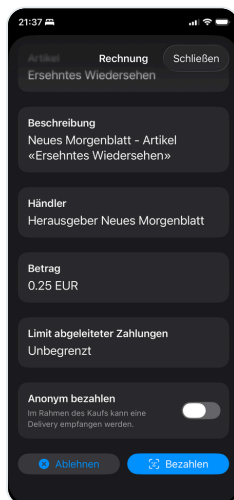
Scan QR code

6 · Pay

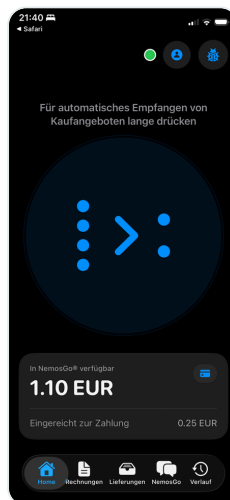
Whether via pay link or QR code, the NemosGo app then takes over: it recognises the offer, you confirm the payment, done.



Offer recognised



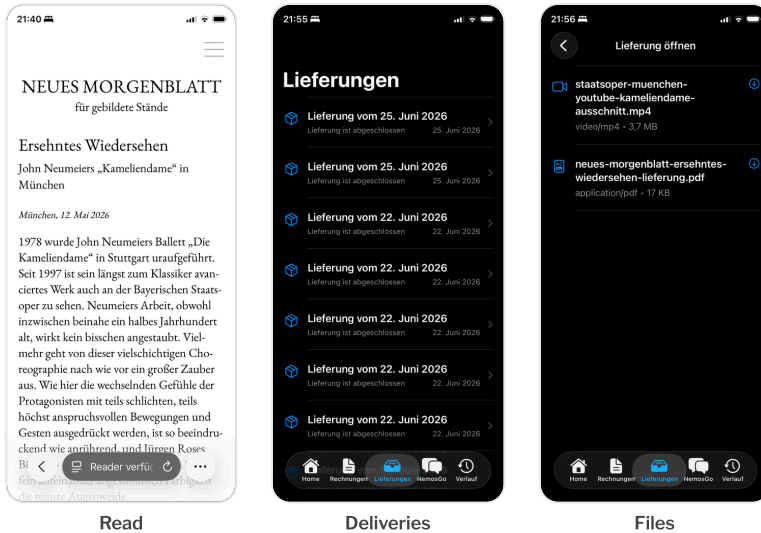
Pay



Paid

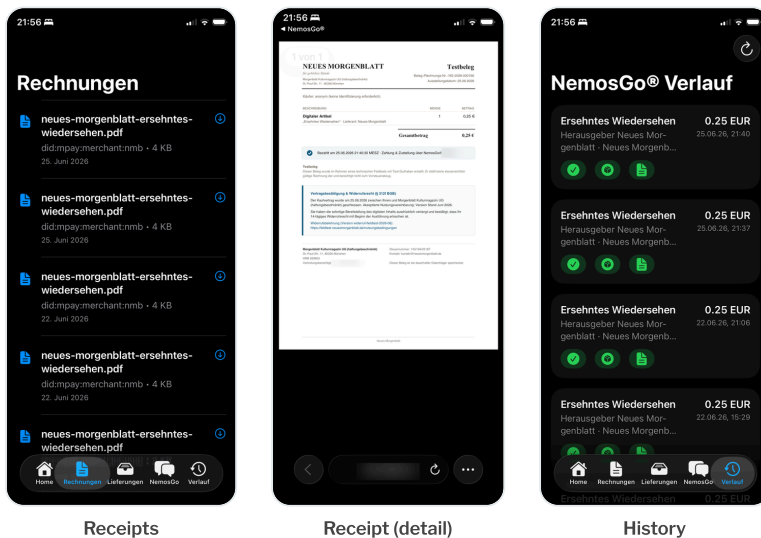
7 · Read & consume

After payment the **paywall** drops in your browser and you keep reading the article right there (on iPhone, switch back to Safari if needed). You also receive it as a **PDF** plus, depending on availability, further **deliveries** such as video, image or audio. Everything is available in the NemosGo app under “Deliveries”.



8 · Receipts & overview

Every purchase creates a receipt. The history shows all your purchases at a glance.



Cancelling a purchase. In the history, open a purchase and tap “Stornieren” (cancel). The provider decides according to its own rules. If it agrees, your credit is back, the delivered files disappear from the app, and a cancellation confirmation appears in the history.

Donating with Aktion Baum · ended

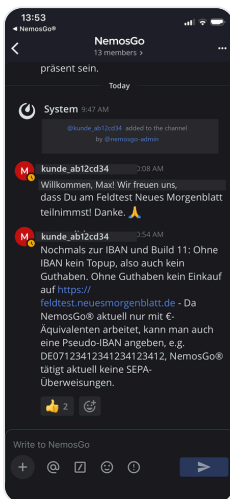
The donation campaign ran from 11 to 23 July. The flow was the same as buying an article: choose an amount (50 cents, €2.50 or €5), pay with NemosGo; the tree certificate arrived in the app as a delivery, with a personal dedication if wished.

Give feedback

Report impressions, questions or a problem directly via Mattermost in the **“NemosGo”** channel.

About what? For example:

- › **How the flow felt:** “The purchase went through in under two seconds, very pleasant.”
- › **A question:** “Where do I find my receipt after a purchase?”
- › **A problem:** “My phone doesn’t recognise the QR code.”
- › **An error message:** “I’m getting the following error, here’s the screenshot.”



Example conversation

Questions?

Reach us via Mattermost in the “NemosGo” channel or by email at info@nemosgo.eu. We’re happy to help.